

Paragon II



Questions	Answers
General Questions	
What is the primary difference between ParagonII and Paragon II Release 4.1?	Paragon II R4.1 builds upon the original Paragon II technology, adding advanced features including enhanced video with both automatic and manual skew compensation, ghosting, video redirect, Pinnacle Fast Action Keyboard (FAK) support and usability features.
Do I have to adjust video settings every time I log in?	No, the Paragon II R4.1 will retain the previous video settings. If the new P2CIMs with automatic skew compensation support are deployed, the video will be automatically adjusted. The user will not have to manually adjust the video clarity for each channel, saving time during product installations
Will the Paragon II switch (R4.1) work with my current User Station and CIMs?	Yes, the Paragon II switch (P2-UMT) switch is backwards compatible with older Paragon components.
Will my existing User Station work with the P2-UMT (R4.1) and the Enhanced User Station?	Yes, users can continue using their existing User Station (P2-UST) with the P2-UMT and Enhanced User Station (P2-EUST). The P2-UMT simultaneously operates with P2-UST and the P2-EUST. However, only those users with P2-EUST, accessing servers with the new P2CIMs, will have use of automatic skew compensation
What cable lengths does Raritan recommend for optimal video quality?	The maximum cable communication path from P2-UST to P2-UMT to P2CIM is limited to 300 meters. The video quality is optimal when cable length between P2-UMT and P2CIM is less than 30 meters, and very good at less than 150 meters. The P2-EUST supports resolutions up to 1600 x 1200 at distances greater than 213 meters, and 1280 x 1024 at distances up to 304 meters; both at refresh rates of 60 Hz, 75 Hz and 85 Hz.
Will both the P2-UST and P2-EUST support the Pinnacle Fast Action Keyboard?	Yes, both the P2-UST and P2-EUST, with an appropriate firmware upgrade, will support the Pinnacle Fast Action Keyboard.
What is ghosting?	“Ghosts” describe the port names of the CIMs that may remain on their channel ports after the CIMs have been disconnected; these records appear in black on the OSD of the local user port, or are marked as inactive in other Raritan interfaces that work with Paragon II. In R4.1, “Ghosting” support allows administrators to elect to either keep or delete these “ghost” records on any given system.

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What is Video Redirect?	“Video Redirect” is the function that allows an administrator to redirect a server’s video signal from one user station to another, This is particularly useful in NOC environments, corporate briefings, training centers, and other places where video information must be displayed to several people.
Will P2-HUBPAC support automatic skew compensation?	Yes, P2-HUBPAC will be enhanced to support automatic skew compensation.
Are there any other enhancements provided with Paragon II R4.1?	Yes, other usability enhancements include: • System-wide reset of: - o All servers within a matrix from the P2-EUST or P2-UST - o Device name, network setting, user profile, system configuration, and channel configuration back to the original factory default values Screen saver in addition to Green mode
Stacking	
Paragon II is a stackable switch. Does this mean that I can stack logical units to increase the number of ports available?	Yes. Paragon II provides a stacking capability that eliminates the need to run cable between logical ‘tiers’ and instead uses only a single stacking cable and stacking units to add up to 128 ports.
I would like to eliminate all the cables between cascaded Paragon II units. Can I do this?	Yes, for up to 128 server ports per switch, you can use Paragon II’s exclusive stacking capability instead of cascading. If you require more than 128 ports, cascading can be implemented in addition to stacking.
What is the maximum length of the stacking cable?	The stacking unit has two types of cables; one is 0,3m long and the other is 1,5m long.
Will stacking use up my ports like cascading does?	No, with just one stacking cable you can stack P2-UMT832M and P2-UMT1664M units with P2-UMT832S and P2-UMT1664S units, using the dedicated expansion ports. This gives you 100% non-blocked access without sacrificing server or user ports.
How many Paragon II switches can be stacked?	You can stack 4 P2-UMT832 switches (1 P2-UMT832M + 3 P2-UMT832S) and 2 P2-UMT1664 switches (1 P2-UMT1664M + 1 P2-UMT1664S).
Can you stack second and third tier units?	Yes. Please consult the Paragon II manual for configuration and compatibility guidelines.
Administration	
How can I check the UMTx firmware version?	Select “scroll lock” twice and then select function “F8” . A field named “firmware ver:” will display the firmware being used.
Is there an easier way to upgrade the firmware without having to plug in a serial cable for each Paragon component?	Yes, Paragon Manager allows you to ‘push’ the firmware to any device connected to Paragon II.
Paragon II has event-logging capabilities. Is there a way I can save this to an offline file for future auditing purposes?	Yes, Paragon Manager will allow you to save and store all system events to an appropriate text file.

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Can I restore my saved Paragon Overview files on Paragon II?	Yes, Paragon Manager can read Paragon Overview files and restore this information into a Paragon II switch.
Does each unit have a network port for firmware upgrades or just the base?	Yes, all Paragon II switches have a network port for firmware upgrades. Each unit can be assigned an IP address and is recognized by the Paragon Manager software via the network.
Integrated Power Management	
What is "Integrated Power Management?"	Integrated Power Management offers control of Raritan Remote Power Control units connected to Paragon II through a menu choice on the same OSD as server management
So I can access and control all my connected power units via the Paragon II OSD?	Yes. Paragon II lets you control power to any connected device, set security permissions on a per-outlet basis, power on/off and recycle power to multi-power supply servers, and get status information from each connected strip.
Compatibility	
I have a serially controlled device (e.g. Unix server, hub). Can I use Paragon II to access and control this device?	Yes. Raritan's ASCII Terminal Converter (AUATC) adapter will convert the RS-232 connection to PS/2 and VGA video. Connect the AUATC to your serially controlled device, then connect to your Paragon II switch with UTP cable for access up to 300 meters.
I have Suns and/or Macs in addition to PCs. Can I access and control them all with Paragon II?	Yes. The Paragon II User Station has built-in ports for PS/2, Sun, or USB keyboards and mice. Use Raritan's Sun or Mac adapters to convert keyboard and video ports to PS/2 keyboard/mouse and VGA video.
I have a Digital Alpha running UNIX and another running OpenVMS, which use a special LK111 or LK461 keyboard. How will that affect operation with my switch?	The Alphas will operate flawlessly. Raritan's emulation incorporates unique functions to support LK111 or LK461 keyboards running UNIX and OpenVMS.
I have a Digital Alpha running UNIX and want to use a standard PS/2 keyboard. How will that affect operation with my switch?	Merely connect a Raritan converter (AUKME) to any Alpha running UNIX and all computers will operate flawlessly with a standard PS/2 keyboard.

Cabling	
Category 5e UTP is standardized. Why can't I simply use any Category 5e UTP cable with Raritan products, instead of Raritan-certified cable?	Because UTP cabling is designed to transmit digital data, cable specifications are optimized for that application. However, because video data is by its very nature analog, Raritan's exclusive technology — which enables such high-bandwidth video information to be transmitted over relatively thinly-shielded Category 5e, 6 or 7 UTP cables — requires even stricter tolerances for certain cable properties. One particular UTP cable characteristic – delay skew – has a large impact on your Raritan system performance. UTP cabling consists of four "twisted pairs" of wire, each carrying one set of data. In order to minimize cross-interference between the pairs, each pair must be twisted at slightly different rates (twists/foot). Over long lengths of cable, however, slight differences in twist rates result in measurably different rates of data transmission among each twisted pair. The arrival time delta is called "delay skew." How does this affect your Raritan solution? Raritan products send red, green, and blue video information each over a different twisted pair; if that information does not arrive at the same time, observed video will be blurry. Raritan's unique algorithms correct for this behavior, but physical limitations create upper limits to the success of any algorithm. The TIA/EIA specification for delay skew tolerance is 45 nanoseconds for Category 5 UTP and Category 5e UTP cable. However, in analog video applications, a delay skew longer than 15 nanoseconds usually results in inadequate video performance at high resolutions (XGA and higher). Raritan-certified cable products happen to surpass the acceptable tolerances of the TIA/EIA's specification for delay skew, and hence are best suited for connecting Raritan components.
Can I use Category 6 UTP cable?	Yes. Currently only one Category 6 UTP cable product is Raritan-certified for use with Raritan products. Raritan continues to test new Category 6 UTP cabling products as they are released to the market.
Can I use non-certified Category 5e UTP cable?	Yes, but you may not get the same performance as you would with Raritan-certified Category 5e, 6 or 7 UTP cable. Using non-certified Category 5e UTP cable with Raritan products results in degraded video performance, ranging from mildly irritating to unusable. Non-certified cable may be used acceptably with Raritan products only when the total cable distance between any user console and any connected device is less than 90 meters. Because cable products certified by Raritan do not cost more than competing cable offerings, Raritan strongly suggests that users utilize Raritan certified cabling for maximum performance with Raritan product applications.
Can I use plain Category 5 UTP cable, instead of Category 5e UTP?	Yes, however, you may not get the same performance as you would with Raritan certified Category 5e, 6 or 7 UTP cable. Standard Category 5 UTP cable may not have the necessary characteristics for transmitting high-quality video over long distances.

What UTP cable does Raritan recommend for use with the Paragon UMT?	Raritan certifies the following Category 5e UTP and Category 6 UTP cable products for use with the Paragon UMT Category 5e UTP: Belden DataTwist 350 UTP— #1700A— Solid Belden DataTwist 350 patch— #1752A— Stranded Category 6 UTP: Belden MediaTwist— #1872A— Solid Use of non-certified cabling can result in video and data degradations that users may find unsatisfactory. The Raritan-certified cable products listed above are widely available and competitively priced. When using Raritan-certified cable, users can transmit video signals at distances up to 304 meters at 1024 x 768 @75Hz, and up to 213 meters at 1600 x 1200 @60Hz, 75Hz and 85Hz. (Note: Raritan does not have any marketing relationship with Belden, nor does Raritan receive any financial incentive for recommending Belden products.)
What happens if I do not use Raritan-certified cable?	Cable products that are not specifically certified by Raritan will not provide you with maximum performance and may cause your video to look blurry; in particular if the video signal is of high-resolution, or if the video signal must be transmitted over long distances. Furthermore, LCD monitors can become unusable. We have seen greater tolerances using the new P2-EUST, but still recommend using the cable described to ensure the highest video quality.
Can I use standard Ethernet (10BASE-T) cable?	No. Standard Ethernet cable does not have the necessary bandwidth characteristics for transmitting high-quality video over long distances.
Hot Key Function	
I don't want to use the "scroll lock" to activate hot-key. What are my options?	The hot-key activator can be easily changed to a variety of different keys. When in hot-key mode, touch the desired new hot-key activator followed by the enter key.
Trackball Keyboard	
Can I use a trackball keyboard?	You can plug any PS/2 keyboard in the keyboard user port of a Raritan KVM switch.
Connecting USB Devices	
My computer has USB connectors. Can I connect it to a Raritan KVM switch?	Yes, with the Paragon II User Station, you can connect a USB keyboard or mouse. Paragon II also has CIMs that connect to USB servers (P2CIM-USB, P2CIM-SUSB).
Upgrade Failure	
My upgrade procedure failed – what steps should I take to retry the upgrade?	If your upgrade fails, please try these steps: 1. Power OFF the Main Switching unit. 2. Hold down the ← and the → buttons on the front panel of the unit and power ON the Main Switching unit. 3. "Firmware Upgrade" should appear in the LCD panel on the front of the unit. 4. Repeat the upgrade procedure.

P2ZCIMs	
What is the Resize Command? What does it do? Why is it useful?	This command is issued to set the Chain Size. The Chain size is the maximum number of P2ZCIMs allowed in the chain. Smaller chains have better power status reporting. The Resize command can also be used to optimize the database memory in Paragon systems. See the Specifications section to see how this command is issued. The user must increase the chain size if more P2ZCIMs are added to the chain. <i>Example: Suppose you have 8 new P2ZCIMs and you attach them to the Paragon UMT. The user will see 42 Database entries for the chain. This could be a wasteful use of Database memory for users who only wish to have a maximum of 8 P2ZCIMs on that chain. The resize command can be sent to set the chain to 8 P2ZCIMs. Now the user will only see 8 database entries for that chain. Note: If more P2ZCIMs need to be added to the chain, the chain will need to be resized..</i>
What is the Refresh Command? What does it do? Why is it useful?	This command is issued to reset the Communication Addresses to the factory default. The Master P2ZCIM then re-assigns the Communication Addresses sequentially. The communication address order will be different after using this command. This can also be useful for fixing a problem when all other methods fail. See the Specifications section to see how this command is issued. Example: Suppose a user has a P2ZCIM that appears as Channel 42 in the Paragon User Station Channel view. The user disconnects this P2ZCIM from the chain and wishes to add it to another chain. When looking at the Channel view, the user notices that the P2ZCIM still appears as Channel 42 on the new chain. The user then issues the Refresh command so that the P2ZCIMs reorder sequentially.
How can I check the CIM firmware version?	Switch to the CIM. Open up a text window (WordPad, Text Pad, Note Pad, etc.). Press and hold "Left Control." Then press "Num Lock." The Firmware version will be printed out. If it is a USB CIM, you will be able to choose the keyboard type. To exit this mode press "ESC" (escape key).
My P2ZCIM chain disappeared when I turned off a computer and it reappeared 20 seconds later. What happened?	The Master P2ZCIM may have been turned off. If this is the case then a new P2ZCIM became the Master and the database had to be rebuilt. This is normal operation.
I only see some of my P2ZCIMs. What is going on?	This can happen for a variety of reasons. Listed below are some of the common techniques for fixing this issue. 1. Wait a couple of minutes. The Master P2ZCIM may be temporarily confused due to Resizing, Communication Address conflicts, Multiple Masters, etc... 2. Make sure that all the P2ZCIMs in the chain have power. 3. Check all the cables. 4. Make sure the terminator is in place. 5. Are there any P2ZCIMs in the chain that do not have Communication Addresses? P2ZCIMs without Communication addresses will beep once every minute. The LED will flash on and off rapidly. If this is the case, check the Chain Size. Resize if necessary. If none of these techniques work, try refreshing the P2ZCIM chain.
I can't see all of the P2ZCIM names, but the status seems correct. How can I fix this?	The Master P2ZCIM may have been confused. Usually the chain will fix itself, if the user waits a couple of minutes. If that does not work, issue the Refresh command.

It took awhile for the P2ZCIM to be reported as off. Why?	Due to the possible occurrence of data collisions, a P2ZCIM status must be checked 3 times to determine whether or not it is off. This detection proceeds more quickly if the size of the chain is roughly proportional to the number of P2ZCIMs in the chain. Resize the chain to optimize the performance.
I disconnected a complete P2ZCIM chain from the UMT and added it to the tail of another P2ZCIM chain. I was finally able to see all the P2ZCIMs but it took almost a minute. What happened?	Before connecting the chains, you had one Master per chain. There only can be one Master per chain. When you connected the chain, there were suddenly two Masters in the chain. It took a while for this condition to clear. This is normal operation.
I took one P2ZCIM and added it to another chain. It now appears towards the end of the list. Why doesn't it add itself to the first available channel?	P2ZCIMs always request to use their last used communication address. The Master will grant this as long that communication address is available. The communication addresses in a chain can be reset by using the Refresh command.
I can't change the name of the P2ZCIM from the Paragon User Station. How do I do it?	Go to the Selection Menu. Select the P2ZCIM you want to change with the highlight bar. Press CTRL+C to get the P2ZCIM Configuration screen.
Keyboard and Mouse behavior are sometimes erratic when powering up a computer. Why?	When computers are powered up, P2ZCIM(s) try to obtain communication addresses from the Master P2ZCIM. Using the keyboard and mouse during power-up increases the chance of data collision, increasing the chance of missed keystrokes and erratic mouse behavior. Generally the user will see slow keyboard/mouse performance instead of dropped keyboard and mouse packets. If the Master P2ZCIM loses power, the user may be switched off from the P2ZCIM. We suggest waiting for power-up to be completed before communicating with the P2ZCIMs.
Is there a way to find the Master P2ZCIM in a chain?	Yes. The P2ZCIMs LED status can be used to detect the CIM states. Please read the LED Status section for more information.
Can Raritan's Z-Series ZU42 CIMs work with P2ZCIMs?	No. P2ZCIMs use a different protocol, which is not compatible with ZU42.
A P2ZCIM is beeping every 30-40 seconds and the LED is blinking very rapidly. Why is this happening?	A P2ZCIM will beep once every minute to notify the user that it did not get a Communication Address. The user should check to make sure that the number of P2ZCIMs has not exceeded the Chain size. If the size is correct, the problem should disappear after a couple of minutes. If not, check again to make sure the chain size is correct. The beeping P2ZCIM will increase the Communication Address Request delay to 40-55 seconds. The data collision introduced by continued Communication Address requests should not affect keyboard and mouse functionality; however, if many units cannot get Communication Addresses, keyboard and mouse response may slow down. Beeping P2ZCIMs can also occur if the two chains are connected together to make one chain.
The P2ZCIM beeps when it first receives power. Why?	This is normal operation. The beep notifies the user that the CIM has powered up correctly.
I connected a powered-on P2ZCIM to another chain and now the chain size is wrong. What happened?	The P2ZCIM you added was a Master P2ZCIM. When it was added to the new chain, it became the Master of that chain as well. The added P2ZCIM reset the chain to use its last known chain size. The user should momentarily power off a P2ZCIM before adding it to a new chain to prevent this problem. The user can resize the chain to correct this issue.

What would happen if I attached 4 DZCIMS and 4 P2ZCIMS in the same chain?	Depending on which CIM becomes the master first, a chain will either be a P2ZCIM or DZCIM chain. A master CIM checks the serial number of the unit requesting a communication address, and if it's a DZIM master, it won't accept a P2ZCIM slave. Similarly, a P2ZCIM master won't accept a DZIM slave. Users should never connect P2ZCIMS to Dominion KX, and they should never connect DZCIMS to Paragon. The DZCIM will be unable to create a database on a Paragon unit. The P2ZCIM will be unable to create a database on a KX unit.
Enhanced User Station	
What are the differences between the Standard User Station (P2-UST) and the Enhanced User Station (P2-EUST)?	The P2-EUST supports video quality at longer distances and higher resolutions than the P2-UST. When used with new automatic P2CIMS, the P2-EUST will support automatic skew compensation, based on cable distance and cable types. If desired, automatic skew compensation can be manually overridden. The improved video quality permits the range of video gain settings to go from -15 to +15 for the P2-UST to 0 to +6 for the P2-EUST
What is skew compensation and why is it necessary?	Red, green and blue signals have different skews (time delays) when traveling the distance from the target server to the monitor connected to a User Station, due to differences in cable distance and type. Skew compensation resynchronizes the red, green and blue signals by adding a time delay on the signal that arrives at the user station earlier than the others.
When I use the P2-EUST, how can I adjust the video quality to change the skew compensation and gain settings?	Skew compensation is automatic on the P2-EUST, using new P2CIMS. This automatically adjusts for signal losses based on cable distance and type. Manual skew compensation can, however, override the P2-EUST's automatic adjustment, and will continue to be provided with older CIMS. To manually set skew compensation, connect to the channel you wish to adjust. Press the Hot Key to activate the Selection Menu and click on the [*] or [/] keys on your numeric keypad to select Red, Green or Blue skew delay. Then click on the [+] or [-] keys on your numeric keypad. The Skew compensation range is 0 to 31. To set video gain, see the adjustment value appearing in the Message Banner at the bottom of the screen; click the [+] and/or [-] keys to adjust video gain from 0 to +6 or (from -15 to +15 for the P2-UST) until you are satisfied with the video quality.
Can I still use my P2-UST along with the new P2-EUST with my P2-UMT?	Yes, the P2-UMT switch will be able to differentiate between the P2-EUST and the existing analog P2-UST and adjust accordingly.
What video resolution and distances can the P2-EUST support?	Video quality is often subjective and depends on the cable and monitor being used, the cable distances and the resolution that a user has set. The P2-EUST provides video resolutions greater than 1600 x 1200 at distances over 213 meters, and 1280 x 1024 at distances up to 304 meters, both at refresh rates of 60 Hz, 75 Hz and 85 Hz.